# Computer 5, Inc. d/b/a/ LocalTel Communications ("hereinafter referred to as LocalTel Communications") (SAC 529026) Annual Eligible Telecommunications Carrier Report for 2024 Annual Plan

LocalTel Communications, study area code ("SAC") 529026,¹ submits its Annual Eligible Telecommunications Carrier Report for 2024 ("2024 Report") and Annual Plan for 2024 in accordance with WAC 480-123-060 to WAC 480-123-080.

# I. LOCALTEL COMMUNICATIONS ETC REPORT FOR 2024

# A. Annual Certification of Eligible Telecommunications Carriers

With this filing LocalTel Communications requests continued certification as an eligible telecommunications carrier ("ETC") in Washington. In accordance with WAC 480-123-060, LocalTel Communications **Exhibit "A"** contains the certification that all federal high-cost universal service support was used in the preceding calendar year (2023) and will be used in the coming calendar year's (2024-2029) for the "provision, maintenance, and upgrading of facilities and services for which the support is intended."

# B. Report as Required by WAC 480-123-070 for Calendar Year 2023

Computer 5, Inc. d/b/a LocalTel Communications, used federal high-cost CAF II support funds to purchase equipment, build towers, install antennas, and backhauls predominately in Lincoln, Adams, Douglas, Chelan, and Grant Counties in Washington State. These towers allowed Computer 5 to bring its wireless "SkyFi" network closer to our CAF II targeted locations in the five counties mentioned herein. Computer 5 will continue to upgrade its backhauls and older tower sites, and at the same time continues targeting new potential tower sites to bring our network services even closer to CAF II target areas. Computer 5, in 2023 adopted and integrated a successful CAFII performance testing strategy, meeting its 2023 Testing obligations.

Computer 5 Inc. d/b/a LocalTel Communications used federal high-cost RDOF support funds to plan for, engineer and implement some of the necessary network upgrades to meet the RDOF requirements, and used support funds for the engineering, provisioning and maintenance of customer pass-byes and acquisitions.

# 1. Report on use of federal universal service funds and benefits to consumers (WAC 480-123-160 (1), WAC 480-123-070(1)(a) and (b))

Data management has resulted in the input and labeling of roughly 1800 potential CAF II locations into our database and mapping systems. Targeted CAF II locations are analyzed in conjunction with existing and proposed tower sites using path analysis and strength of signal indicators to place tower locations to be developed. Upgrades and expansion of the LocalTel wireless network, known as "SkyFi" is bringing fixed wireless internet service, voice service and limited streaming video services to rural area consumers in Washington State, including CAF II locations and adjacent properties, at speeds and service levels these areas have not been able to experience previously. LocalTel has made considerable investments in CBRS licenses and equipment and continues to deploy and test different CBRS equipment to cover and provide service to CAF II areas and previously unreachable areas. For details on how CAF II funds were used in 2023 see attached Confidential Exhibit "B". LocalTel continues to offer voice and broadband services in urban areas at rates that are less than benchmarked rates for such services as certified in company filings of Form 481 with Universal Service Administration Company, which thereby benefits Washington State consumers. In 2023, LocalTel continued its reporting with USAC by completing the uploading and certification of 374 new CAF II location pass-byes bring our total to 1171 certified locations, meeting our required 60% completion requirement. The verification process for the uploaded 374 locations with USAC is in progress but is currently not completed and approved by USAC. LocalTel is on track to continue to meet its CAF II milestones and expects to file an additional 20% by end of year 2024.

Data management and analysis continues in Chelan, Douglas, and Grant Counties to design and engineer the best use of RDOF funds for the meeting of RDOF pass-byes, for customer acquisitions and to measure the impact on LocalTel's network. Aid in Construction funding is being implemented with funding to the county PUDs to deliver RDOF required quality High Speed internet to rural RDOF locations. Computer 5 expects to meet its optional 20% RDOF location pass-bye filing by the end of 2024. For details in how RDOF funds were used in 2023, see attached Confidential Exhibit "C".

# 2. Local Service Outage Reports (WAC 480-123-070(2))

NONE. LocalTel had no service outages of at least 30 minutes in duration which may have affected:

- (i) Ten percent of the LocalTel end users
- (ii) A 911 special Facility

# 3. Report on failure to provide service (WAC 480-123-070(3))

LocalTel Communications had no (0) unfulfilled requests for service in calendar year 2023.

# 4. Report on complaints per one thousand connections (WAC 480-123-070(4))

LocalTel Communications reports that during calendar year 2023, the Company did not receive from the Federal Communications Commission or the Consumer Protection Division of the Office of Attorney General of the State of Washington any complaints against the Company concerning the services provided to customers that are either subject to the regulatory jurisdiction of the Washington Utilities and Transportation Commission or among the services supported by the federal high-cost fund.

# 5. Compliance with applicable service quality standards (WAC 480-123-070(5))

For wireline carriers the rule requires a commitment to comply with applicable consumer protection and service standards of chapter 480-120 WAC. Included in **Exhibit "A"** is LocalTel Communications certification of substantial compliance with this requirement.

# 6. Certification of the ability to function in emergency situations (WAC 480-123-070(6))

To comply with this requirement, an ETC must certify that it has adhered to the requirements in WAC 480-123-030(1)(g) and outlined in WAC 480-120-411. Per WAC 480-123-030(1)(g) LocalTel Communications central office has permanently installed emergency power facilities. LocalTel Communications central office is equipped with an automatic start generator with an automatic transfer switch. In addition, LocalTel Communications has six hours of reserve battery capacity. The required minimum for central offices equipped with automatic start generators is three hours of reserve battery. LocalTel has redundant Network Equipment in key locations, with redundant routing in place, redundant backhauls to most tower sites and battery backup at key tower sites and at network edge locations.

# 7. Advertising certification, including advertisements on Indian reservations (WAC 480-123-070(7).

The certification for this section is included in **Exhibit "A"**.

LocalTel Communications is committed to publicizing the availability of its Lifeline and ACP service in a manner that is reasonably designed to reach those likely to qualify for the services. In that regard, during 2023 LocalTel Communications engaged in the activities listed below to support its Lifeline Service and ACP Service programs.

- LocalTel Customer Service and Billing Representatives are trained to assist customers who inquire about the Lifeline Program or demonstrate a need for financial assistance.
- Links to information about the Lifeline Program and National Verifier are on the LocalTel.com website. Exhibit #3
- Notice of Lifeline Benefit availability included on both English and Spanish flyers mailed to residences in the LocalTel Communications service area. Exhibit #4
- Notice of Lifeline Availability is included in revolving LocalTel reader board messages in two counties.

LocalTel Communications service area does not include Indian Reservations/Tribal Lands.

# II. Annual Plan for Universal Service Support Expenditures as Required by WAC 480-123-080

Confidential Exhibit "D" contains LocalTel Communications projected receipt of Federal CAF II High-Cost support in Fiscal Year 2025 and its plans to utilize such support in said 2025. Planned network expansion in 2025 will further extend the LocalTel SkyFi network to reach an additional 200 new previously unserved locations with high-speed Wireless internet.

Confidential Exhibit "E" contains LocalTel Communications projected receipt of Federal RDOF High-Cost support in Fiscal year 2025 and its plans to utilize such support in said 2025. Planned network expansion in 2025 will further extend LocalTel's high-speed Gigabyte fiber Internet offering across multiple counties, thereby serving over 1000 previously unserved locations in said counties.

# III. Map of LocalTel's Tower sites as Required by WAC 480-123-080(3)

1) File is too large to send. Contact LocalTel for personalized update of our Tower mapping systems.

# Exhibit "A"

# Computer 5 Inc. A Washington Corporation d/b/a LocalTel Communications 2024 ANNUAL ETC AFFIDAVIT AND CERTIFICATION

I, John J Seabeck, being of lawful age and duly sworn, state that I serve as Vice President and General Manager for Computer 5 Inc. d/b/a/LocalTel Communications.

I certify to the Washington Utilities and Transportation Commission ("Commission") under penalty of perjury under the laws of the State of Washington that the following is true and correct to the best of my knowledge:

- The Commission designated LocalTel Communications as an eligible telecommunications carrier ("ETC") in certain areas in Washington by Order dated January 31, 2019 in Docket UT-180763.
- 2. Federal high-cost CAF II support received by LocalTel Communications was used in 2023 and will also be used in 2024 & 2025 only for the provision, maintenance, and upgrading of the facilities and services to deliver high speed broadband internet access for which the support is intended in accordance with WAC 480-123-060.
- 3. Federal high-cost RDOF support received by LocalTel Communications was used in 2023 and will also be used in 2024 & 2025 only for the provision, maintenance, and upgrading of the facilities and services to deliver high speed broadband internet access for which the support is intended in accordance with WAC 480-123-060.
- 4. During calendar year 2023, LocalTel Communications provided high speed wireless Internet services to areas identified and reported on the USAC HUBB meeting its 2023 CAFII milestone requirements. LocalTel has provided detailed information on the use of funds as detailed in Confidential Exhibit "B" herein, in accordance with WAC 480-123-070.
- 5. During calendar year 2023, LocalTel Communications met the applicable service quality standards and consumer protection rules by complying substantially with the consumer protection and service standards of chapter 480-120 WAC as required by WAC 480-123-070(5).
- During calendar year 2023, LocalTel Communications had the ability to function in an emergency situation and meet the applicable requirements as required by WAC 480-123-070(6) as described in the LocalTel Communications Annual ETC Report for 2024 Annual Plan.

7. During calendar year 2023, LocalTel Communications **did** publicize the availability of its Lifeline Service in a manner reasonably designed to reach those likely to qualify for service in accordance with WAC 480-123-070(7). Therefore, LocalTel Communications did service Lifeline Program subscribers during 2023.

Vice President/General Manager Computer 5 Inc. d/b/a LocalTel Communications June 25th, 2024

Subscribed and sworn to before me this 21 day of June, 2024.

Notary of the Public

Public Notary



Per WAC 480-123-160(1), WAC 480-123-070(1)(a)(b)

# **Confidential Exhibit "B"**

Report of LocalTel Communications use of ETC CAF II Support in 2023

Tower Site Name	Equipment + Tower	Licenses	<b>New Callsigns</b>	<b>Total License Cost</b>	Est. Labor Days	Est. Labor Cost	Total
CHELAN COUNTY	:						
							10 - 10 - 124 113
DOUGLAS COUNTY							
	60 \$20 U.S. JU, 21 V.S.	4.8.05.096.2			14		21,564.0U/l
GRANT COUNTY							
						1.781.0	3 4,00.00
ADAMS COUNTY							
DANS COULT							
тот	ALS \$	4.72		\$ 1,440,00	28	s 12,52d by	\$5,146.52
INCOLN COUNTY							
101.	AUS S (2),650,000			\$ 1,440.00		3 15,360 00	\$ 82,450.00
STEPHENS COUNTY							
							\$
							性抵抗
						Total Build Costs	
						Total Bullu Costs	

Per WAC 480-123-160(1), WAC 480-123-070(1)(a)(b)

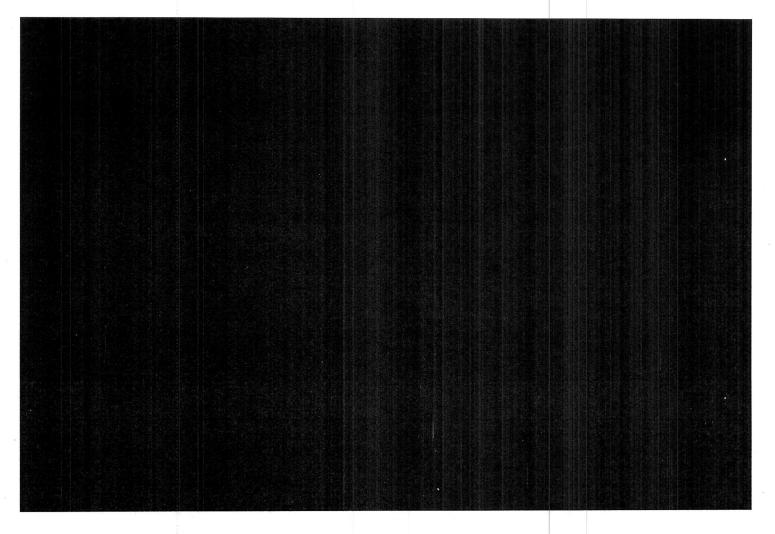
# Confidential Exhibit "C"

Report of LocalTel Communications use of ETC RDOF Support in 2023

**Expenditures** 

Item Cost

2023 Cost of services



# Confidential Exhibit "D"

# Report of LocalTel Communications projected use of CAF II Support in 2025

# Per WAC 480-123-160(1), WAC 480-123-070(1)(a)(b)

# Confidential Exhibit "E"

Report of LocalTel Communications projected use of RDOF Support in 2025

Number of projected pass-by's to be competed in 2025

		Washington State
	Average Pass-by Cost	RDOF Project
	Douglas	
	Chelan Grant passed	Pass by's per C
	Grant	ounty
Tot	passed	Total Locations
Total annual costs	Costs	
	RDOF Project Costs	Total Annual 2025
	received	2025 Annual High Cost RDOF support

Exhibit #1 Terms & Conditions (inc. Lifeline addendum)



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# TERMS AND CONDITIONS OF SERVICE

This Agreement was last modified on October 3, 2019.

By utilization of said Telecommunication services, the customer hereby agrees to the terms and conditions contained herein and as amended from time to time.

# **Monthly Service**

LocalTel will bill each customer in advance, monthly, for the specific services that the customer has subscribed to. Customer hereby agrees to pay for said services according to the terms and conditions contained herein. LocalTel will prorate charges for services when services are provided for more or less than the actual billing period.

### **Payment**

All monthly statements for communications services provided or to be provided, are due and pay-able by the due date shown on the monthly statement. Payments may be made by cash, check, credit card, automatic draft and other approved electronic means such as automatic payment by credit and debit cards.

### **Late Payment Charge**

Statements that remain unpaid after the due date shown on the statement, will be considered delinquent and subject to a late payment charge. A late payment charge will be assessed on accounts in which a payment has not been received by the due date shown on your statement. For residential customers, a \$6.00 late payment charge or 1.5% of the past due or unpaid balance, whichever is greater, will be assessed on the account and added to the unpaid balance. Late payment charges will continue to accrue until such time as the account is paid in full or the account has been closed.

# **Insufficient Funds**

Checks or automatic drafts drawn on accounts with insufficient funds will activate a prompt customer notification, and LocalTel will charge a \$20.50 service fee for insufficient funds and returned checks. Automatic payments by credit or debit card which are declined will also activate a prompt customer notification, and LocalTel will charge a \$17.50 service fee.

### Deposits

Deposits may be required prior to opening an account. A minimum \$50 deposit for the first circuit of service (internet, television and/or phone) and \$25 charge for additional lines thereafter will be placed into an escrow account. Deposits may be made with cash, personal checks, money order, Visa, Discover, Master Card or American Express. Deposits may be removed from the trust account and applied against the customer's balance owing, should that account be scheduled for termination according to the terms contained herein in section titled Reason for Termination.

Deposits will be refunded at the end of one year, per customer request, if the account balance is current and the customer is considered a Premier LocalTel Customer. LocalTel Premier Customers are customers who maintain current account status, no late or missed payments, for a one year period. If account is not in premier status, the deposit will carry over to the following year, and thereafter until premier status is achieved.

### **Credit Check**

LocalTel observes the right to obtain a credit score from an accredited credit bureau to evaluate the potential risk of providing services to a customer. LocalTel does provide a pre-paid option for customers that would normally be denied service due to credit.

# Service Requests

# Changes in Services

Accounts must be current -- no balances over 30 days old -- prior to adding, moving or changing services.

LOCALTEL | MYLOCALTEL | SUPPORT FAILURE TO PRY

### ► CHOOSE COUNTY: CHELAN

Failure to pay for services received will result in suspension of services. Accounts may be at risk of suspension once the account becomes more than 7-days past due. A notice of Account Past Due will be sent via email and US mail prior to suspension.

Services will be scheduled for suspension if payment is not received.

Any LocalTel customer account that becomes suspended will be subject to our account reactivation policies.

### **Reactivation Requirements**

In order to reactivate the account, the suspended customer will need to pay any and all past due balances with either cash, Credit card, Debit card, or money order. Reactivation fees will be charged to the account at the time payment is made.

Customers using Autopay will have a choice of setting up their automatic draft from their checking or savings account or an automatic draft against their credit or debit card.

### Defaults

Defaults on an Autopay account caused by expired or declined credit cards or non-sufficient funds in the drafted account will be notified by phone, mail and/or email to rectify the situation before the account and services will become suspended. Once the account has reached the suspension stage, standard LocalTel credit policies regarding suspension and termination will take effect.

### **Termination**

Terminated accounts will have all services removed and sent to billing for final statement billing. Customers that have signed a service contract and not completed the terms therein will be charged an early termination fee of \$69.00 per service. SkyFi customers that have not completed contract terms will be charged an early termination fee up to \$200.00. Customer will also be charged for unreturned equipment. This includes VoIP Modems. SkyFi Equipment, DTAs and Set Top Boxes.

### **Services Terminated**

After seven business days from date of suspension, if a suspended account is not brought current, LocalTel may terminate services to the account. All underlying services will be disconnected to customers premises and LocalTel's termination process will commence. LocalTel will issue a final bill that reflects charges for services not yet billed along with credits for services that were billed in advance and not received upon termination. Deposits held in trust will be applied to the account balance at that time. If the account balance, after deposits have been applied, still shows a balance owing, your account will be turned over to Armada Corp. Collection Agency.

### **Changes to This Agreement**

LocalTel Communications reserves the right to modify these Terms of Service at any time. We do so by posting and drawing attention to the updated terms on the Site. Your decision to continue to visit and make use of the Site after such changes have been made constitutes your formal acceptance of the new Terms of Service.

Therefore, we ask that you check and review this Agreement for such changes on an occasional basis. Should you not agree to any provision of this Agreement or any changes we make to this Agreement, we ask and advise that you do not use or continue to access the LocalTel Communications site immediately.

# **Contact Us**

If you have any questions about this Agreement, please feel free to contact us contact@iccaltei.com.

LOCALTEL COMMUNICATIONS	POLICIES & PRACTICES	CUSTOMER SERVICES		
Address: 341 Grant Road, East Wenatchee	» Terms and Conditions	» Check Your Email		
Office Hours: Mon-Fri ~ 8am to 5:30pm	» Terms and Conditions of Service	» Check Your Email Filter		
Phone: 509-888-8888	» General Acceptable Use Policy	» Go To MyLocalTel		
Toli Free: 800-992-2112	» Acceptable Phone Use Policy	» Go To Support		
Fax: 509-884-1716	» Privacy Policy	» Contact Support		



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CONTACT

# TERMS AND CONDITIONS - LIFELINE PROGRAM

This Agreement was last modified on June 16, 2021.

In addition to our regular Terms and Conditions of Service the following will apply to Lifeline Subscribers:

# Lifeline Program Eligibility and Enrollment

LocalTel relies on the Lifeline Program National Verifier to qualify and enroll consumers. Information about the program's eligibility requirements may be found at https://www.lifelinesupport.org/ls/do-i-qualify/default.aspx.

Lifeline Program Benefit is One-per-household. FCC12-11 states: We define "household" in a manner consistent with the definition used in the Low-Income Home Energy Assistance Program, as "any individual or group of individuals who are living together at the same address as one economic unit". For the purposes of this rule one economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.

# Subscriber Usage of Lifeline-supported Service

Lifeline Program phone or Internet service must be used to remain in effect. Payment of monthly bill qualifies as usage. Lack of usage for 60 days may terminate Lifeline Program support. Subscriber is to notify LocalTel if services are no longer needed.

### Long Distance / Toll Charges

Subscriber is to notify LocalTel if Toll Limitation Service is desired. Otherwise, consumer will be liable for all long distance / toll charges accrued.

### **Bundled Services**

Lifeline Program support may be applied to Bundled Service Packages.

### Plan selection

Lifeline Program support may only be applied to services that meet or exceed the Lifeline Program minimum standards.

LOCALTEL COMMUNICATIONS	POLICIES & PRACTICES	CUSTOMER SERVICES
Address: 341 Grant Road, East Wenatchee	» Terms and Conditions	» Check Your Email
Office Hours: Mon-Fri ~ 8am to 5:30pm	» Terms and Conditions of Service	» Check Your Email Filter
Phone: 509-888-8888	» Terms and Conditions - Lifeline Program	» Go To MyLocalTel
Toll Free: 800-992-2112	» General Acceptable Use Policy	» Go To Support
Fax: 509-884-1716	» Acceptable Phone Use Policy	» Contact Support
Support Hours: 7 days/wk ~ 6am to	» Privacy Policy	» Electronic Signatures and Agreements
Midnight	» Employment Policy	» Sales Documents and Forms

Exhibit #2: Service Plans eligible for Lifeline Discounts and ACP Discounts by the County the plan is offered in:

# Computer 5, Inc. Summary of Service Plans eligible for Lifeline Program

•				Long Distance	Long Distance		411 Directory	ACP
County	Service	Price	Local Minutes	Minutes	Packages		Assistance	Approved
Chelan	Internet / VoIP Phone	\$ 54.64	unlimited	unlimited			\$1.25 per call	Yes
Chelan	Internet / Fiber Phone	\$ 58.64	unlimited	\$.055 per minute	300 min f/ \$5.00		\$1.25 per call	Yes
Chelan	Internet / Phone /TV	\$ 118.59	unlimited	unlimited	φοιου		\$1.25 per call	
Chelan	Wireless Internet(50x5) / Phone	\$ 50.90	unlimited	unlimited				Yes
Chelan	Wireless Internet(70x7) / Phone	\$ 56.90	unlimited	unlimited			\$1.25 per call	Yes
				a			\$1.25 per call	Yes
Douglas	Internet / VoIP Phone	\$ 54.95	unlimited	unlimited			14.05	
Douglas	Internet / Phone /TV	\$ 112.90	unlimited	unlimited			1.25 per call	Yes
Douglas	Wireless Internet(50x5) / Phone	\$ 50.90	unlimited	unlimited			1.25 per call	Yes
Douglas	Wireless Internet(70x7) / Phone	\$ 56.90	unlimited	unlimited			1.25 per call	Yes
			anamica	unumiteu		,	1.25 per call	Yes
Grant	Internet / VolP Phone	\$ 55.95	unlimited	unlimited				
Grant	Internet / Fiber Phone	\$ 55.95	unlimited				31.25 per call	Yes
Grant	Internet / Phone /TV	\$ 120.90	unlimited	\$.055 per minute	300 min f/ \$5.00	\$	1.25 per call	Yes
Grant	Wireless Internet(50x5) / Phone	\$ 50.90		unlimited		4	1.25 per call	Yes
Grant	Wireless Internet(70x7) / Phone		unlimited	unlimited		\$	1.25 per call	Yes
Orant	whereas internet(70x7)7 Phone	\$ 56.90	unlimited	unlimited		\$	1.25 per call	Yes
Adams	Wireless Internet/FOVE) / Phone							
Adams	Wireless Internet(50x5) / Phone	\$ 50.90	unlimited	unlimited		\$	1.25 per call	Yes
Audins	Wireless Internet(70x7) / Phone	\$ 56.90	unlimited	unlimited		\$	1.25 per call	Yes
Lincoln	NA Barata and American							
Lincoln	Wireless Internet(50x5) / Phone	\$ 50.90	unlimited	unlimited		\$	1.25 per call	Yes
Lincoln	Wireless Internet(70x7) / Phone	\$ 56.90	unlimited	unlimited			1.25 per call	Yes

**Exhibit #3: Website Statement** 

(+) Read More

Refer a Friend and you can get up to \$50 per service (Internet, TV, Phone or Security) on your account when your friend signs up with us.

(+) Read More

LocalTel is a Lifeline Program provider.

=(=) Hide Text

For more information about the Lifeline Benefit go to: https://www.lifelinesupport.org/.

To see if you qualify for the Lifeline Program Benefit go to: Home - Lifeline National

Verifier (servicenowservices.com)

If you qualify, follow the same process as for the ACP Application. Click on the banner at the top of this page for instructions and form. For assistance, call customer service at LocalTel, (509) 888-8888.

Why Choose Us?

What Our Customers Say

► CHOOSE COUNTY: CHELAN

The at

Tel

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O Existing

# Location, Location!

We are located here in North Central Washington. We live here, work here and are a part of the local community. Our ownership is local, growing up in the area, and we are committed to offering the best services and support for the residents and businesses we serve.

The Very Best In Technology

Competitive Pricing - No Gimmicks

**Award Winning Local Support** 



BBB Rating: A+ As of 6/20/2023

Click for Profile

"I'm just dropping you this note to express praise for your installation service personnel. We moved to Chelan in April of 2013 and have had 3 installations at the residences we have occupied (the last one is our new home). All have had different challenges that were met efficiently and courteously by the installation technicians. The last installation was explained every step of the way and we are very pleased with the results. We will certainly recommend LocalTel to all our friends... Cheers!"

LOCA ETEL

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# Affordable Connectivity Program (ACP)

A Federal Communications Commission Program



# **Expanded Eligibility**



USAC **Affordable** 

- Proof of income 200% or less of federal poverty guidelines
- WIC Recipients

Connectivity Program Households with students eligible to receive free/reduced school lunch during the current school year.

- Households eligible for the Lifeline Benefit are eligible for ACP.
- Households with a family member who has received a PELL grant in the current award year.
- SNAP recipients (Food Stamps)
- Medicaid recipients
- Supplemental Security Income (SSI)
- · Federal Public Housing Assistance (FPHA)
- · Veterans Pension and Survivors Benefit
- Tribal Programs (LocalTel does not have services in any of these areas)

# <u>It's as easy as 1 - 2 - 3</u>

- Complete the National Verifier Application
   Get your Application ID at https://acpbenefit.org/how-to-apply.
- 2. Click the county that you live in to be taken to our sign-up form.

  Adams County | Chelan County | Douglas County | Grant County | Lincoln County
- 3. A LocalTel customer service representative will contact you.

Important: Take note of the Application ID and the exact information entered in the National Verifier. Any variance may cause delays when LocalTel attempts to access your benefit.

Notice: If you have experienced an unauthorized benefit transfer, difficulty with ACP enrollment, or other ACP issues you may use the following FCC phone numbers or complaint link.

- Phone Number: 1-888.225-5322
- Video Phone Number: 1-844-432-2275



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# Programa de conectividad asequible (ACP)

Un programa de la Comision Federal de Comunicaciones



# Elegibilidad Ampliada



USAC Affordable

- Prueba de ingresos 200% o menos de los lineamientos federales sobre pobreza
- Destinatarios de WIC

Connectivity Program Hogares con estudiantes elegibles para recibir almuerzo escolar gratuito / reducido durante el año escolar en curso.

- Los hogares elegibles para el Beneficio Lifeline son elegibles para ACP
- Hogares con un miembro de la familia que ha recibido una beca PELL en el año actual de adjudicación.
- Receptor de SNAP (cupones de alimentos)
- Medicaid
- Ingresos suplementarios de seguridad (SSI)
- Asistencia Federal de Vivienda Pública (FPHA)
- · Pensión para veteranos y beneficios para sobrevivientes
- · Programas Tribales (LocalTel no tiene servicios en ninguna de estas áreas)

# Es tan fácil como 1-2-3

- Complete la Solicitud de Verificador Nacional.
   Obtenga su ID de solicitud en https://acpbenefit.org/how-to-apply.
- 2. Haga clic en el condado en el que vive para acceder a nuestro formulario de registro.

  Condado de Adams | Condado de Chelan | Condado de Douglas | Condado de Grant | Condado de Lincoln
- 3. Un representante de servicio al cliente de LocalTel se comunicará con usted.

Importante: Tome nota del ID de la solicitud y de la información exacta introducida en el Verificador Nacional. Cualquier variación puede causar retrasos cuando LocalTel intenta acceder a su beneficio.

Aviso: Si ha experimentado una transferencia de beneficios no autorizada, dificultad con la inscripción en ACP o otros problemas de ACP, puede usar los siguientes números de teléfono de la FCC o el enlace de queias.

- Número de teléfono: 1-888.225-5322
- Número de teléfono de video: 1-844-432-2275

# AFFORDABLE -INTERNET PROGRAM!

Receive up to

Per Month Credit on Internet Service/Equipment Rentals.\*

The EBB (Emergency Broadband Benefit) is being replaced by the more permanent Affordable Connectivity Program (ACP).

December 28, 2021

Dear LocalTel EBB Subscriber,

As you know, the EBB (Emergency Broadband Benefit) Program was designed as a temporary federal program. EBB is being replaced by the more permanent Affordable Connectivity Program (ACP). THIS TRANSITION WILL TAKE PLACE DECEMBER 31, 2021. Most EBB subscribers will be automatically enrolled into the ACP. One exception is the 'loss of income' provision that existed for EBB. It is not a provision for eligibility under ACP. Subscribers who qualified under the 'loss of income' provision should submit a new application for ACP before 2/28/22.

As a legacy EBB subscriber there is a 60-day transition period during which you will receive the amount of your current EBB benefit. The transition period begins 12/31/21 and ends 2/28/22. The new maximum benefit under ACP is \$30 per month. 3/1/22 YOUR NEW BENEFIT AMOUNT WILL CHANGE TO A MAXIMUM OF \$30 PER MONTH. If your monthly bill is \$30 or more your benefit will be \$30 per month, (Your ACP credit may not exceed your monthly internet bill.)

You may wish to change your internet plan or even change providers. To see our current plans and prices please visit our website at LocalTel.com or phone our office.

Your current internet service will remain unchanged unless you contact us. Beginning 3/1/22 your monthly charges will reflect the new ACP benefit. PAY ATTENTION TO YOUR MONTHLY STATEMENT AS YOUR RECURRING BALANCE WILL CHANGE.

If you are a Lifeline Program subscriber, you will continue to receive the \$9.25 per month Lifeline credit. If your monthly internet bill is \$39.25 per month or greater you will receive \$39.25 in combined credit. If less than \$39.25 per month the ACP amount will be adjusted because your monthly benefits may not exceed your monthly service charge.

Are you unfamiliar with the Lifeline program? For more information or to see if you qualify go to https://www.lifelinesupport.org/ Many EBB subscribers also qualify for Lifeline.

Overall, the transition of EBB into ACP is good news. It will make internet service more affordable for qualified households far into the future.

QUESTIONS? CONTACT US AT: SALES@LOCALTEL.COM

















Noticia:



Recibe

\$30.00

Crédito por mes en servicios de Internet o alquiler de equipos\*

El EBB (Emergency Broadband Benefit) está siendo reemplazado por el Programa de Conectividad Asequible (ACP) más permanente.

**Diciembre 28, 2021** 

Estimado suscriptor de LocalTel EBB,

Como usted sabe, el Programa EBB (Emergency Broadband Benefit) fue diseñado como un programa federal temporal. EBB está siendo reemplazado por el Programa de Conectividad Asequible (ACP) más permanente. **ESTA TRANSICIÓN SE TOMARA ACABO EL 31 DE DICIEMBRE DE 2021** La mayoría de los suscriptores de EBB se inscribirán automáticamente en el ACP. Una excepción es la disposición de "pérdida de ingresos" que existía para EBB. No es una disposición para la elegibilidad bajo ACP. Los abonados que reúnan los requisitos previstos en la disposición sobre «pérdida de ingresos» deben presentar una nueva solicitud de ACP.

Como suscriptor heredado de EBB, hay un período de transición de 60 días durante el cual recibirá la cantidad de su beneficio EBB actual. El período de transición comienza el 31/12/21 y termina el 28/2/22. El nuevo beneficio máximo bajo ACP es de \$ 30 por mes. 1/3/22 SU NUEVO MONTO DE BENEFICIO CAMBIARÁ A UN MÁXIMO DE \$30 POR MES. Si su factura mensual es de \$30 o más, su beneficio será de \$30 por mes. (Su crédito ACP no puede exceder su factura mensual de Internet).

Es posible que desear cambiar su plan de Internet o incluso cambiar de proveedor. Para ver nuestros planes y precios actuales, visite nuestro sitio web en LocalTel.com o llame a nuestra oficina. PRESTE ATENCIÓN A SU ESTADO DE CUENTA MENSUAL YA QUE SU SALDO OCCURRENTE CAMBIARÁ.

Si usted es un suscriptor del Programa Lifeline, continuará recibiendo el crédito Lifeline de \$9.25 por mes. Si su factura mensual de Internet es de \$ 39.25 por mes o más, recibirá \$ 39.25 en crédito combinado. Si es inferior a \$39.25 por mes, el monto de ACP se ajustará porque sus beneficios mensuales no pueden exceder su cargo mensual por servicio.

¿No está familiarizado con el programa Lifeline? Para obtener más información o para ver si califica, vaya a https://www.lifelinesupport.org/. Muchos suscriptores de EBB también califican para Lifeline.

En general, la transición del EBB a ACP es una buena noticia. Hará que el servicio de Internet sea más asequible para los hogares calificados en el futuro.

¿PREGUNTAS? CONTÁCTANOS EN: SALES@LOCALTEL.COM







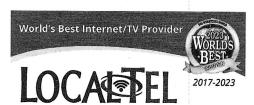






LOCATEL

**Exhibit #4: Notice of Lifeline Benefit advertising** 



World Class Technology... Hometown Service.

# Why Choose LocalTel Internet?

- Fiber Internet! The Fastest Available!
- · Reliable & Redundant Internet Feeds
- · Unlimited Downloads
- · Get Your Own Static Public IP Address, for FREE
- Netflix/Streaming Service Partnerships
- Award Winning Local Tech Support 24/7
- · No Fiber? Get our SkyFi Wireless Internet

# You May Qualify for



Helping Households Connect

Receive \$ up to

Per Month on Internet Service/Equipment Rentals.\*



**USAC Lifeline Support** 

Lifeline is a federal program that lowers the monthly cost of phone or internet service.

Lifeline (up to \$9.25/mo credit!\*\*) and Affordable Connectivity Program (up to \$30.00/mo credit\* discount available for qualified subscribers \*\* Give us a call or Visit LocalTel.com for more details.

# No Fiber?... No Problem!

HIGH SPEED WIRELESS INTERNET

From Our Tower to Your Home



Give us a call to check your location and see what service options are available for your home or business.



509-888-8888 | LocalTel.com 341 Grant Road, East Wenatchee

# **Award-Winning Customer Support**

Customer Service means everything to us, and our customers! Experience the service and support you have been missing! Call today!

> 24/7 Local Tech Support 509-888-5700

> > Se Habla Español



FBER INTERNET **EVERYONE WANTS!** 

**Award-Winning Customer Service** and Local Tech Support!





100 Mbps \$4895\*
Access Fee

**G**IG<sub>bps</sub>





90

98

156≈

52

# **Popular DOUBLE PLAY Options**

100x100 INTERNET + LITE TV

100x100 INTERNET + BASIC TV

100x100 INTERNET + EXPANDED TV Expanded TV Includes Basic Channels

100x100 INTERNET + VOICE Unlimited Calls\*\* and "Preferred Features"

# **Best Value TRIPLE PLAY**

100x100 INTERNET + LITE TV + VOICE Unlimited Calls\*\* and "Preferred Features"

100x100 INTERNET + BASIC TV + VOICE Unlimited Calls\*\* and "Preferred Features"

100x100 INTERNET + EXPANDED TV + VOICE Unlimited Calls\*\* and "Preferred Features" Expanded TV Includes Basic Channels

94%

106

166 25

\*Per Month / Taxes, Fees and TV Set-top-box not included - Call for Details

Find Us On (2) (1)









**Sure**Stream with Amazing Features!

Choose from:

LITE, BASIC or EXPANDED TV Plus Digital TV and Movie Tiers.

# TV RESTART

At anytime on any channel while a show is airing, click Restart to watch it from the beginning!

# CATCH UP

Watch programs that aired in the last 5 days.\*\*\*

DVR OPTIONS: \*200 Hours Cloud DVR Recordings UNLIMITED Cloud DVR Recordings





# FREE SureStreamTV App

Watch LIVE TV from anywhere you have internet access on your iPhone, iPad and Android. Included with TV Service - up to 3 devices

# watch weverywhere

on your Mobile Devices and Smart TV. Watch the channels you get at home anywhere you have internet access.

(Data charges may apply, not all channels available)



ADD VOICE: \$\int\_{\text{MO}}^{95\*}

· UNLIMITED Local Calling

**ADD FEATURES: \$(** UNLIMITED CALLING\*\*

(Continental U.S. & Canada)

 PREFERRED PHONE FEATURES Including: Basic Voicemail, Caller ID, Call Waiting, Cancel Call Waiting, Call Waiting Caller ID, #69, 12# Block, Three-Way Calling and Call Forwarding Variable

Digital Voice and Traditional Land Lines Available A La Carte Phone Features, Voicemail and LD

### Internet Service Required for Voice.



\*Taxes, Fees and Surcharges not included. \*\*Unlimited LD Covers 2400 minutes per month in the Continental United States and Canada. \*\*\*StreamingTV Features may not be available on all channels or in all service areas. TV channel locations, programming, packaging and content subject to change at any time. \*\*\*\*\*Unlimited Monthly Downloading subject to the Residential Acceptable Use Policy. Internet Service required for TV and VolP. Additional in-home cabling may be required. Call for details.



# Why Choose LocalTel Internet?

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Give us a call to check your location and see what service options are available for your home or business.

> LOCATE L COMMUNICATIONS

509-707-7777 | LocalTel.com 223 E. broadway Ave., Moses Lake

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Customer Service means everything to us, and our customers! Experience the service and support you have been missing! Call today!

**24/7 Local Tech Support** 509-707-5700

Se Habla Español

# **FAIR SPECIAL!** Get a **\$300** Credit!\*

WHEN YOU SIGN UP BY 8/31/2023



# LOCATE EL





100 Mbps \$49.55\*

250<sub>Mbps</sub> \$595\*

GIGbps

# Choose a Package That's Best for You!

### **Popular DOUBLE PLAY Options**

100x100 INTERNET + LITE TV

100x100 INTERNET + BASIC TV

100x100 INTERNET + EXPANDED TV **Expanded TV Includes Basic Channels** 

100x100 INTERNET + VOICE Unlimited Calls\*\* and "Preferred Features"

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100x100 INTERNET + BASIC TV + VOICE

100x100 INTERNET + EXPANDED TV + VOICE Unlimited Calls\*\* and "Preferred Features" Expanded TV Includes Basic Channels

87 98 155

58

113%

170%

\*Per Month / Taxes, Fees and TV Set-top-box not included - Call for Details Lifeline (up to \$9.25/mo credit!\*\*) and Affordable Connectivity
Program (up to \$30.00/mo credit\*\*) discount available for qualified
subscribers \*\* - Visit LocalTel.com for more details.



SureStream'

with Amazing Features!

Choose from:

LITE, BASIC or EXPANDED TV Plus Digital TV and Movie Tiers.

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UNLIMITED Cloud DVR Recordings





# SureStreamTV App

Watch LIVE TV from anywhere you have internet access on your iPhone, iPad and Android.

Included with TV Service - up to 3 devices

# watchTVeverywhere

on your Mobile Devices and Smart TV. Watch the channels you get at home anywhere you have internet access.

(Data charges may apply, not all channels available)



ADD VOICE: \$95\*
• UNLIMITED Local Calling

UNLIMITED CALLING\*\*

**ADD FEATURES: \$** 

(Continental U.S. & Canada)

 PREFERRED PHONE FEATURES Including: Basic Voicemail, Caller ID, Call Waiting, Cancel Call Waiting, Call Waiting Caller ID, #69, 12# Block, Three-Way Calling and Call Forwarding Variable

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Internet Service Required for Voice.



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\*\*\*\*Unlimited Monthly Downloading subject to the Residential Acceptable Use Policy. Internet Service required for TV and VoIP. Additional in-home cabling may

# **SWITCH** AND RECEIVE A \$300 CREDIT\* \*Good towards New Fiber Installation/ Service only. SIGN UP BY 12/31/2023

**OVER 40 YEARS** 

# FIBER INTERNET

100Mbps \$4.69/m Fiber Access Fee

STARTING AT

OVER 175 LOCAL EMPLOYEES TO SERVE YOU AND KEEP YOU UP AND RUNNING!

**Request Your Connection** & We'll Handle the Rest

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LocalTel Communications

East Wenatchee, WA 98802

341 Grant Road









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509-888-8888

341 Grant Road, East Wenatchee

Se Habla Español

Lifeline (up to \$9.25/mo credit!\*\*) and Affordable Connectivity Program (up to \$30.00/mo credit\*\*) discount available for qualified subscribers.

\*Limited time offer. Mobile TV App FREE up to 3 devices.

Taxes and Fees not included. \$300 Credit Good towards New Fiber Installation and Service only. Call for details.



Starting at \$2.00 Fiber

**250**<sub>Mbps</sub> \$595\* **GIG**<sub>bps</sub> \$74,95\*

SureStream

Starting at

START SAVING MONEY with our **EVERY DAY LOW PRICES!** Choose the Package that's Best for You!

# **Popular DOUBLE PLAY Options**

100×100 INTERNET + LITE TV

100×100 INTERNET + BASIC TV

100x100 INTERNET + EXPANDED TV **Expanded TV Includes Basic Channels** 

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 $1 \int_{MO}^{95*}$ 

Lifeline (up to \$9.25/mo credit!\*\*) and Affordable Connectivity Program (up to \$30.00/mo credit\*\*) discount available for qualified subscribers \*\* - Visit LocalTel.com for more details.

Take your TV with You! Sign up Today!



LocalTel SureStreamTV **Mobile App** 



See other

Award Winning Customer Service and Local Technical Support!



















Free Installation with a one year agreement, and approved credit. Call for Details

Se Habla Español

509-707-7777

LocalTel.com

223 E Broadway, Moses Lake

# TV SERVICE INCLUDES SureStream TV FEATURES

INTERNET REQUIRED for TV and/or PHONE SERVICE

# Channel Line-up Most channels in HD, more as becomes available.

<ul> <li>Channel names and n</li> </ul>	umbers ai	Most channels in HD, mor re subject to change without	notice.	ies available.	
LITE \$41.95/m		<b>EXPANDED</b> Continue	ed	SPORTS Continued	
KXLY ABC Spokane	4	TBS	54	Fox College Sports	
KHQ NBC Spokane	5	USA	55	Stadium College Sp	
KSPS PBS Spokane	6	AMC	- 56	Sportsman	262
KREM CBS Spokane	7	TCM	57	Outdoor Channel	263
NewsNation	8	Lifetime Movies	58	MavTV	264
KSKN CW Spokane	11	Lifetime	59	VADIETY DE TUDE	
NCWLIFE KAYLLEOV Spakana	12	Hallmark	60	VARIETY Digital Basic Boomerang	
KAYU FOX Spokane GSN	13 17	Hallmark Movies	61	Cowboy Channel	200
Weather Channel	22	Freeform	62	Military History	207 304
		Bravo WE	63	TruTV	351
BASIC Incl. 50 Audio \$5	8.95/m	Oxygen	64 65	RFD TV	352
KXLY ABC Spokane	4	E!	66	BBC America	353
KHQ NBC Spokane	5	Comedy Central	67	Crime/Investigation	354
KSPS PBS Spokane	6	SyFy	68	Hallmark Drama	355
KREM CBS Spokane NewsNation	7	Viceland	69	Fuse	513
KSKN CW Spokane	8 11	Motor Trend	70	MOVIE Digital Basic re	- \$0 00/
NCWLIFE	12	FYI	73	MGM	q. <b>4.90/m</b>
KAYU FOX Spokane	13	History	74	HDNet Movies	454
QVC	14	HGTV	75	IFC	455
HSN	16	Food Network	76	Sundance	456
GSN	17	Travel	77	Movie Plex	457
C-SPAN	21	TLC Science	78	LICOANIC DO	*****
Weather Channel	22	Discovery	79	HISPANIC Digital Basic NBC Universo	•
TVW	95	Investigation D.	80 81	TV Chile	601
NASA TV	96	Animal Planet	82	TBN Enlace	602 603
CommTV	99	OWN	83	Cine Mexicano	604
ThisTV	114	National Geo.	84	Tele N	605
Start TV	115	Newsmax TV	86	CNN Espanol	606
DABL	116	Fox Business News	87		
Quest LAFF	117	Fox News	88	CINEMAX Exp. req. \$1	
Heroes and Icons	119	HLN	89	Cinemax	725
Me TV	122 123	CNN	90	More Max	726
True Crime Net	123	CNBC	91	Action Max Thriller Max	727 728
PBS Create	125	MSNBC	92	5 Star Max	726 729
Antenna TV	126	C-SPAN 2	93	Outer Max	730
Court TV	127	Fox Deportes	101	MovieMax	731
Twist	129	Telemundo	102	Cinemáx	731
SWX	130	DIGITAL BASIC Add to	Exp.\$11.95		
Get TV	131	NickJr	201	TBO Exp. req. *20.70/r	
The Grio	132	TeenNick	202	HBO HBO 2	700
PBS World	133	Nick Toons	203	HBO Signature	701 702
INSPIRATIONAL FREE		Disney XD	204	HBO Family	702
INSP	550	Universal Kids	205	HBO Comedy	703
EWTN	551	Discovery Family	206	HBO Zone	705
3ABN	552	ESPN News	250	HBO Latino	706
TBN US	553	ESPNU Fox Sports 2	251	OUOMITHEE -	
Daystar	554	SEC Network	252 253	SHOWTIME Exp. req. \$ Showtime	
Positiv	555	ACC Network	254	Sho 2	750 751
TBN Inspire	556	NHL Network	256	Showcase	752
TCT	557	NFL Network	257	Extreme	753
BYU TV	558	Discovery Life	300	xBET	754
Blue Mountain TV	560	Magnolia Network	301	Family	755
EXPANDED Incl. Basic \$1	16.95/m	Cooking Channel	302	Women	756
Nick	24	American Heroes	303	Next	757
Disney	25	Nat Geo Wild	305	Flix	758
Disney Jr.	26	Dest. America	350	Movie Channel	759
Cartoon	27	Bloomberg BBC News	400	TMC XTRA	760
TV Land	28	C-SPAN3	401	STARZ! Exp. req. \$9.65	/m
PAC 12 Network	33	Lifetime Real Women	402	Starz!	775
PAC 12 WA Root Sports NW	34 35	FX Movie	450 451	Starz! Kids & Family	776
ESPN	36	AXS TV	500	Starz! in Black	777
ESPN2	37	MTV Live	501	Starz! Cinema	778
Root Sports NW Plus	38	CMT Music	502	Starz! Comedy	779
Fox Sports 1	40	Grt. American Family	503	Starz! Edge	780
Golf	41	MTV Classic	504	ENCORE Exp. req. \$4.8	5/m
Tennis Channel	42	MTV2	505	Encore Exp. req. *4.6	781
A&E	44	Nick Music	506	Encore Action	782
BET	45	MTV University	507	Encore Suspense	783
CMT	46	BET Her	508	Encore Westerns	784
VH1	47	BET Jams	509	Encore Classic	785
MTV	48	BET Soul	510	Encore Black	786
Paramount	49	BET Gospel	511	Encore Family	787
FX	51	MTV Tr3s	512	Encore Espanol	788
FXX	52	SPORTS Digital Basic req.	\$3.45/m		
TNT	53	NFL Red Zone	258	CINEMAX / HBO Bundle	
		Fox College Sports P	259	STARZ / ENCORE Bundle	- 912.95/M

# TV RESTART

At anytime on any channel while a show is airing. click Restart to watch it from the beginning!

# CATCH UP

Watch programs that aired in the last 5 days.\*\*\*

FEATURES Included with LocalTel SureStreamTV Service. Appropriate set-top box required.
Additional in home cabling may be required.
Please call for availability, pricing and installation details for your area.

# SureStream TV App - Watch LIVE TV from Anywhere in the World SureStrea

on your iPhone, iPad and Android

(Data charges may apply, not all channels available) Included with TV Service - up to 3 devices

# **Cloud DVR Recording Options:** 200 Hours \$6.00/m UNLIMITED \$14.95/m

Record 200 hours or choose Unlimited hours of Movies and Shows to the cloud from your set-top-box or mobile device. Watch recorded programs on any set-top box (start in one room and finish in another) Recorded shows are automatically removed after 60 days.

HD Set-top Box Rental \$6.95/m After 3 months - Everyday Low Price \$6.95/m

# Ask about our AUTO PAY + E-STATEMENTS

Contact us today for details! Se Habla Español



509-707-7777 localtel.com 223 E. Broadway Moses Lake

Free Installation with a one year agreement, and approved credit or good payment history Call for Details

\*Taxes, Fees and Surcharges not included. \*\*Unlimited LD Covers 2400 minutes/month in the Continental United States and Canada. \*\*\*SureStreamTV Features may not be available on all channels or in all service areas. TV channel locations, programming, packaging and content subject to change at any time. \*\*\*\*Unlimited Monthly Downloading subject to the Residential Acceptable Use Policy - Call for details. Internet Service required for VoIP. Additional in-home cabling may be required, Call for details.

# Your Connection Is Our Priority.

OVER 40 YEARS

ocally Owned &

usted for

\*\$2.00/m Fiber 95\* /MO 200011

Access Fee

Sure Stream \$ 1 95\* STARTING AT

\*Good towards New Fiber SIGNUP BY 8/31/2023

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& We'll Handle the Rest

equest Your Connection











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Moses Lake, WA 98837 223 E. Broadway Ave.

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I Fees not included. \$300 Credit Good towards New Fiber Installation

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